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Peace Bridge, ON

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1. Introduction

****Effective April 1, 2022 at 12:01 AM EDT, fully vaccinated travellers will no longer need to provide a pre-entry COVID-19 test result to enter Canada by air, land or water. You must use ArriveCAN to provide mandatory travel and public health information before and after your entry into Canada.****

This section was last updated: July 2022

Peace Bridge - Fort Erie District



The port of entry is open 24 hours, 7 days a week. It has 5 commercial vehicle primary inspection lanes. It has 15 passenger vehicle primary inspection lanes including 1 designated bilingual and 1 dedicated bus lane. 2 NEXUS lanes are available. Additional NEXUS lanes, up to 14 in total, can be opened during peak periods and after special events as needed.

In 2014, a "NEXUS eGate" pilot at the Peace Bridge began that allows the NEXUS lane to be open during off peak hours. A Border Services Officer can process these low-risk, pre-approved travellers remotely, from inside the port of entry office. This process is supported by various technologies, including:

- Radio-frequency identification (RFID) to scan NEXUS cards
- Closed-circuit television to see different views of the vehicle
- Audio feeds to talk to the traveller
- We have an Interactive screen that displays text used to assist hearing impaired clients when access information.

The Peace Bridge is constructed by an arch and through-truss, with 3 reversible lanes. The Peace Bridge is located at the mouth of the Niagara River where it meets Lake Erie connecting Fort Erie, Ontario and Buffalo, New York. It is owned by the

Buffalo and Fort Erie Public Bridge Authority, commonly referred to as the Peace Bridge Authority. The authority is a public entity created through an international agreement between the State of New York and the Government of Canada. It is governed by a ten member board composed of equal numbers from each country. Tolls are collected in one direction on the Canadian side, after Canadian Border Services Agency (CBSA) processing.

CBSA Fort Erie District manages a separate Refugee Processing Unit, open Monday to Friday - 0730 X 1700 hours. It is also responsible for courier examinations at the United Parcel Service on site, marine verification, commercial rail, numerous bonded warehouses within the Fort Erie district as well as for commercial accounting of shipments entering at the Queenston Lewiston Bridge.

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2. General Information

This section was last updated: July 2022

2.1 Major Access Routes (Canadian / US)

- Queen Elizabeth Way Highway (QEW) / Interstate 90 and Interstate 190
- [Google Map](#)

2.2 Facilities owned by

- [Buffalo and Fort Erie Public Bridge Authority \(a.k.a. Peace Bridge Authority \[PBA\]\)](#)

2.3 Opposite US Port of Entry

- [Port of Buffalo](#)

2.4 Number of Primary Inspection Lines (PIL) booths, designated bilingual lanes, Secondary, Commercial Exam Bays

Primary	Lanes
Passenger-Only	15
Commercial-Only	5
Mixed (Passenger/Commercial) including Bi-Level	2
Bus-Only	1
Dedicated Nexus/Trusted Travellers	1*
Total Number of Lanes at the Port	20
<i>Number of lanes designated bilingual</i>	1

*Additional NEXUS lanes are opened as per Section 1 Introduction above.

Secondary	
Passenger Vehicles Secondary Examination Capacity (The # of vehicles that can be parked in the secondary examination area)	32

Secondary	
Examination Bays	8
Other (please specify)	HCVM Examination Area Designated Safe Examination Area

Passenger Vehicle Primary



Passenger Vehicle Secondary



Refugee Processing Unit / Welcome Centre



Commercial Vehicle Primary



Commercial Examination Bays



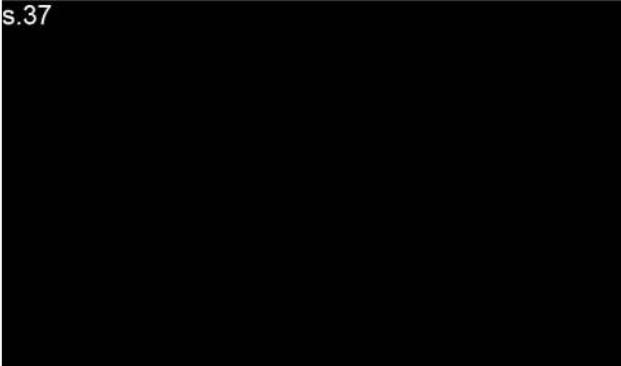
Commercial Yard / HCVM Examination Area (Kiosk)



- LiveScan Kiosk

2.5 Contraband Detection Equipment

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2.6 Detector Dog Teams Available

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2.7 Signage

- Clear directional signage: static & electronic
- The centre lane on the span changes traffic direction as volumes dictate. The bridge authority controls this function.
- Traffic direction provided by PBA during peak volumes
- Signage has been added to the primary lanes to show closed lanes and reminders travellers to download and complete the ArriveCan application

2.8 Interpreters On-site

- Yes. Interpreters (various languages) on site at the Refugee Processing Unit, Monday to Friday 9 to 5.
- Immigration and Refugee Board interpreters are available by telephone 24/7

2.9 Non-governmental organizations (NGO) for government sponsored refugee reception

- Fort Erie Multicultural Centre has staff on-site at the Refugee Processing Unit. This unit is managed and funded separately from the CBSA.

2.10 Trusted Travellers Programs available

- NEXUS Lanes
- Joint NEXUS Fast Enrolment Centre on Canadian side on PBA property. (Has been closed since April 2020 due to Covid-19)
- Current NEXUS usage is 26% of all passenger vehicles
- There is now a dedicated Free and Secure Trade (FAST) lane in Commercial, which is open Monday to Friday 8 am to 4 pm.

2.11 Greeters and Queuing Officers

- Border Services Officers in Secondary

2.12 Key stakeholders

List of key stakeholders, Southern Ontario Region

- PBA - Buffalo & Fort Erie Public Bridge Authority
- OMCA - Ontario Motor Coach Association
- OTA - Ontario Trucking Association
- USCBP - US Customs and Border Protection
- RCMP - Royal Canadian Mounted Police
- NRPS - Niagara Regional Police Service
- AICBA - Association of International Customs and Border Agencies
- CSCB – Canadian Society of Customs Brokers
- NITTEC - Niagara International Transportation Technology Coalition
- UNHCR - United Nations High Commissioner for Refugees
- Peace Bridge Duty Free Shop
- Local Commercial Brokerages

The top commercial importers (by release requests) are William L. Rutherford Limited, Ford Canada, UPS, Proctor & Gamble Company, Wayfair, Honda Canada, Mack Truck Canada, Nissan Canada, Old Navy Canada and Nestle Canada.

The top commercial commodities, by value and by Harmonized System coding, are from Proctor and Gamble.

2.13 Key Government Departments (OGDs) on-site

- Public Health Agency of Canada (PHAC)
- Canadian Red Cross
- Niagara Regional Police Services
- Health Canada –Weekly/Bi-Weekly

2.14 CBSA On-site Function

- Information Technology
- CBSA ICECAP Officer

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3. Human Resources

****Due to the closures and restrictions implemented on March 22, 2020 due to COVID-19, staffing resources may be allocated to other areas****

This section was last updated: July 2022

3.1 Staffing Level

Staffing Level - Travellers Operations	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Border Services Officers (BSOs)	133	132	149	194	180
Superintendents	16	15	15	19	17
Chiefs	2	2	2	2	2
Directors	1	1	1	1	1
Clerks and administrative support staff	9	9	8	8	11
Staff Total	159	159	175	224	211

Staffing Level - Commercial Operations	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Border Services Officers (BSOs)	79	78	77	50	44
Superintendents	10	10	10	8	7
Chiefs	2	2	3	2	2
Clerks and Administrative Support Staff	10	11	11	10	13
Staff Total	101	101	101	70	66

* above Traveller Operations staffing numbers include substantive employees assigned to the Fort Erie Enrolment Centre

*Staffing data provided by Human Resources. Please be advised that prior to FY 2020-21, employees, whether inactive or DTA were not removed. Also, employees that were out or in on assignment on the date these documents were pulled were reflected and removed. As of FY 2020-21, all employees who's substantive position is registered for this specific POE are included in the totals.

3.2 Number of staff bilingual and number of staff fluent in languages other than English and French

- 18 officers bilingual in Traffic Operations
- 1 superintendent bilingual in Traffic Operations
- 5 officers bilingual in Commercial Operations
- 0 superintendents bilingual in Commercial Operations

3.3 Variable Shift Scheduling Agreement (VSSA) or Other

- VSSA in place: 3/3 and 4/4 rotation, shift of 11.5 hours and 5/3, shift of 8.5 hours for Traffic Operations and a hybrid with varying lengths of shifts for Commercial Operations

3.4 Local Training Initiatives to Improve Services Provided by Officers

- Situational Awareness Firearms Exercises (S.A.F.E.) - designed to increase officers tactical responses and consideration at the port of entry operation.

- Professionalism, Protection and Service Excellence - designed to provide officers with effective verbal response strategies to increase effectiveness in all situations including enforcement actions.
- Commercial Mode Specific Training
- Immigration Specific Training
- Refugee Processing Training

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4. Volumes and Statistics

This section was last updated: July 2022

****Prior to 2018 data was retrieved from G11 statistics. Commencing in fiscal year 2018-19 data is retrieved from Consolidated Management Reporting System (CMRS) and Operational Reporting Application (ORA)****

****Volumes for FY 2020-21 are significantly lower due to the ongoing border restrictions implemented in March 2020 due to the COVID-19 pandemic****

4.1 Number of Travellers

Number of Travellers	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Passengers	5,034,735	4,867,038	4,836,464	697,133	1,268,467
Pedestrians	2,573	2,397	2,524	14	1464

4.2 Number of Conveyances

Number of Conveyances	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Cars	2,065,483	2,021,553	2,012,660	154,682	447,392
Buses	11,954	11,856	10,944	0	86
Trucks	580,080	539,804	509,809	490,721	519,064

4.3 Peaks and Valleys

- For passenger vehicles, Friday to Sunday are the busiest days. The peak season is from April to September. Spikes can occur with special events from Buffalo (i.e Buffalo Bills games, Darrien Lake concerts)
- For commercial vehicles, the peak days are from Tuesday to Friday (Wednesday and Thursday tend to be the busiest).

4.4 Border Wait Times

Border Wait Times	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Border wait time performance (%) *	87.5	91.8	91.8	93.7	81.2

*The border wait time performance represents the % of time where delays were within the standard, travellers.

4.5 Number of Enforcement Measures

Enforcement Actions	FY 2017-18	FY 2018-19	FY 2019-20	*FY 2020-21	FY 2021-22

Enforcement Actions	FY 2017-18	FY 2018-19	FY 2019-20	*FY 2020-21	FY 2021-22
K19 Traveller Seizures	976	1,001	865	221	375
				270	287
HPB3515 Drug Seizures	622	609	514	159	287
				128	109
Prohibited Goods Travellers	1,023	2	2	8	38
K27s Hate Propaganda	0	0	0	0	0
K27s Obscenity	0	0	0	0	0
Child Pornography	2	3	4	5	1
Forced Payments Traffic	381	554	388	305	22
K24 (<i>previously</i>) BSF 241 (<i>starting 2013</i>)	1,708	1,363	1,218	93	28

*** Prior to FY 2020-21, Enforcement totals were combined between all modes. In FY 2020-21, these have been separated to be similar to other WIKI pages for SOR POEs.**

4.6 Documents Issued Related to the Food, Plant, and Animal Program

Forms	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
BSF-241	21	0	1	0	668

4.7 Number of Immigration Documents

Type of Immigration Document	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Allowed to Leave	4,224	4,041	3,380	813	2,714
Inadmissibility Report (Sec. 44) (non-refugee cases)	206	192	161	15	74
Refugee Claim	1,399	1,823	1,843	103	1,691
Student Permit	437	395	443	117	449
Work Permit	3,110	4,490	3,595	621	1,162
Permanent Resident	4,117	2,948	3,289	349	413
Visitor Record	998	1,038	1,025	307	473
TRP	253	262	184	21	41

4.8 Number of Complaints/Commendations

	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Complaints	70	65	73	52	52
Commendations	7	7	15	10	13

*Includes both PBT and PBC

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5. Risks

This section was last updated: July 2022

- [2016-2018 National Border Risk Assessment](#)

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6. Future Patterns

This section was last updated: June 2021

- Moderate increases in volumes are projected if the economy strengthens. US travel will likely increase as WHTI becomes a non-issue.
- Anticipated increase in volumes as the land border restrictions are eased.

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7. Other

This section was last updated: July 2022

7.1 Business Continuity Planning: December 2017

- BCP is up to date

7.2 After Hours IT Services Available

- Yes

7.3 Pertinent Information Related to the Infrastructure

- Future expansion of NEXUS eGate will include an additional lane at Peace Bridge plus updates to the pilot lane
- Future Infrastructure projects includes [37](#)

7.4 Miscellaneous

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8. Contacts

This section was last updated: July 2022

8.1 Contacting Ports of Entry, Management, and Subject Matter Experts

- [SOR Superintendent & Chief Offices Contact List](#)
- [SOR Management Contact List](#)
- [SOR Core Subject Matter Expert \(SME\) List](#)

 Contact the [Superintendents' office](#) for enquires regarding port-specific scheduling information.

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2 Comments

 **C336U11**
Did the shift schedule recently change from 4/4 to 3/3?

 **Personal Info.**
Is the VSSA the same for ODP?